

READVERTISEMENT

**State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena MT 59604**

VACANCY ANNOUNCEMENT

December 19, 2007

5 Page Document

TITLE:	Administrative Specialist
POSITION NO:	05151
LOCATION:	Child Support Enforcement Division, Helena
STATUS:	Full-Time/Permanent
UNION:	MEA/MFT
PAY BAND:	Pay Plan 20, Band 3
STARTING SALARY:	\$23,437 - \$28,235 annually. Depending on qualifications and internal equity.
SUPPLEMENT:	Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Friday, January 4, 2008**. For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: The successful candidate must be familiar with multi-line phones and able to multi-task; able to deal with sensitive issues and have a calming demeanor. This position often has special assignments with short deadlines to meet.

If there are not a sufficient number of qualified applicants, a training assignment may be considered. In order to be eligible for a training assignment, applicants must possess all but two years of the required education/experience. Salary depends upon education and experience.

TYPICAL DUTIES: This position is responsible for providing administrative support by conducting research, technical support, preparing statistical reports, handling information requests, and performing other clerical functions. Specific duties include acting as main contact for the public, employers, and customers that access the Voice Response Unit and need to speak to a person or need immediate assistance; receiving, sorting, and dispersing the division's daily mail; making travel arrangements for attorneys, bureau chiefs, and the division

administrator and reserving motor pool vehicles when needed; maintaining vacancy announcements and other notices from Personnel; creating charts, graphs and spreadsheets, and Power Point presentations as assigned; serving as backup safety officer in his/her absence; processing and maintaining State Directory of New Hire (SDNH) data and promoting employer compliance daily; researching, identifying, and correcting employer information such as addresses, Federal Employer Identification Numbers (FEIN), and business names; and purchasing duties.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of microcomputer programs and mainframe products; law enforcement operations and terminology, confidentiality, and security issues; multi-line telephone systems and proper phone etiquette; and office equipment/machines such as photocopiers, fax machines, and printers.

Skills: Skill in organization; maintaining records of purchases, training, vehicle maintenance, and records management; and the use of a personal computer and basic computer software applications (Word, Excel, etc.).

Abilities: Ability to work and conduct research independently with minimal supervision; complete complex tasks in an accurate and timely manner, often on short notice with many interruptions; deal courteously and effectively with others in complex and controversial situations; analyze, assemble, and compile information; accurately and rapidly perform word processing on multiple systems; establish and maintain effective working relationships with co-workers and representatives of other agencies; and communicate clearly orally and in writing, and interpret complex procedures in terms easily understood by the general public.

EDUCATION/EXPERIENCE REQUIRED: Two years of job-related college or vocations training in computer software programs, computer data entry, business administration, human services, legal, or closely related field **AND** one year of job-related work experience. Relevant office or clerical experience may substitute for the formal education on a year-for-year basis. Other equivalent combinations of education and experience will be considered.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Copy of transcripts for any coursework at a college or technical school. (*Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604; and
4. Supplement questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain

Page 4
Public Health and Human Services
Administrative Specialist, #05151
December 19, 2007

exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTIONS

Department of Public Health and Human Services
Title: Administrative Specialist
Position: #05151
Location: Child Support Enforcement Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume. Please be specific as to dates and employers regarding the following questions:

1. Please describe your experience with computers. Be sure to include what programs you are familiar with, and any training you have attended.
2. Please describe your experience working in a customer service environment. Be sure to include any experience you have had with dealing irate or difficult customers or co-workers.
3. Please identify and give examples of previous job responsibilities involving multi-tasking and how you were able to complete your daily tasks.